

Detroit Water and Sewerage Department

*735 Randolph Street
Detroit, Michigan 48226
(313) 224-4704 Office
dwsd.legistar.com*



Meeting Agenda - Final

Wednesday, December 4, 2019

1:00 PM

Customer Service Committee Meeting

5th Floor Board Room, Water Board Building

Customer Service Committee

1. CALL TO ORDER

2. ROLL CALL

3. APPROVAL OF AGENDA

4. APPROVAL OF MINUTES

November 6, 2019

5. PUBLIC PARTICIPATION

6. COMMUNICATIONS

A. [19-00326](#) Receipt of Correspondence

Attachments: [WRAP Detroit Update 11-6-19](#)

7. UNFINISHED BUSINESS

There was none.

8. NEW BUSINESS

A. [19-00327](#) Customer Service Staffing Review

Attachments: [Customer Service Staffing Review](#)

B. [19-00331](#) CS Metrics

Attachments: [Metrics-Nov 2019](#)

C. [19-00341](#) Customer Service Technology

Sponsors: Rainey

Attachments: [Customer Service Technology Report ver 2](#)

D. [19-00342](#) Service Interruption

Attachments: [Service Interruption Summary As of October 31 2019](#)

E. Planning Calendar (17-0127)

9. OTHER MATTERS

10. NEXT MEETING

January 7, 2020

11. ADJOURNMENT